Amendments to the Claims

This listing of claims, if entered, will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims

1. (Currently Amended) A method comprising:

   providing an automated option via a first communication channel during first

       communication between a server and the first communication channel;

   determining that a second communication between the server and a second

       communication channel is related to the first communication;

   and

   via the second communication channel, ~~providing an automated suggestion to select~~

       <u>transmitting a computer generated voice message to a telephone, wherein the</u>

       <u>computer generated voice message suggests selecting</u> the automated option.

2. (Original) The method of claim 1 further comprising:

   obtaining a first identifier for first data related to the first communication;

   obtaining a second identifier for second data related to the second communication;

   if the first identifier and the second identifier are the same,

   using at least one of the first data and the second data to perform an action during at least

       one of the first communication and the second communication.

3. (Original) The method of claim 2 wherein

   at least one of the first data and the second data comprises a diagnostic code, and

   the action comprises providing second information decoded from the diagnostic code.

4. (Original) The method of claim 3 wherein

   the second information comprises at least one of

   telemetry data, and

   diagnostic information.

5.   (Original) The method of claim 3 further comprising:

    providing the second information for viewing.

6.   (Original) The method of claim 2 wherein

    the action comprises

    providing third data obtained using at least one of the first identifier and the second

        identifier.

7.   (Original) The method of claim 2 wherein

    the action comprises

    providing a second automated option during at least one of the first communication and

        the second communication.

8.   (Original) The method of claim 2 wherein

    the action comprises

    providing a second automated suggestion to select a second automated option provided

        during at least one of the first communication and the second communication.

9.   (Original) The method of claim 1 wherein

    the first communication channel is of a first type,

    the second communication channel is of a second type, and

    the first type and the second type are different.

10. **(Cancelled)**

11. (Original) The method of claim 2 wherein

    the first data are unavailable via the second communication channel, and

    the second data are unavailable via the first communication channel.

                      Application No.: 10/734,911

12. (Currently Amended) The method of claim 2 wherein

at least one of the first data and the second data comprises diagnostic information for a

problem with ~~the problem entity~~ a computer system.

13. (Currently Amended) The method of claim 2 wherein

at least one of the first data and the second data comprises information for identifying ~~the~~

~~problem entity~~ a computer system.

14. (Original) The method of claim 1 wherein

a first one of the first and second communication channels is a telephone channel; and

a second one of the first and second communication channels is a web channel.

15. (Cancelled)

16. (Cancelled)

17. (Original) The method of claim 1 wherein

the automated option is a solution to a problem with a problem entity, and

the first communication and the second communication provide data about the problem

with the problem entity.

18. (Original) The method of claim 1 further comprising:

gathering data related to a problem with a problem entity via at least one of the first

communication channel and the second communication channel.

19. (Currently Amended) A system comprising:

first providing means for providing an automated option via a first communication

channel during first communication between a server and the first communication

channel;

determining means for determining that a second communication between the server and

a second communication channel is related to the first communication;

and

    ~~second providing~~ transmitting means for ~~providing an automated suggestion to select~~ transmitting a computer generated voice message to a telephone, wherein the computer generated voice message suggests selecting the automated option, wherein the ~~automated suggestion is provided~~ computer generated voice message is transmitted via the second communication channel.

20.   (Original) The system of claim 19 further comprising:

    first obtaining means for obtaining a first identifier for first data related to the first communication;

    second obtaining means for obtaining a second identifier for second data related to the second communication;

    using means for using at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication if the first identifier and the second identifier are the same.

21.   (Original) The system of claim 20 further comprising:

    third providing means for providing second information decoded from a diagnostic code, wherein

    at least one of the first data and the second data comprises the diagnostic code.

22.   (Original) The system of claim 20 further comprising:

    third providing means for providing third data obtained using at least one of the first identifier and the second identifier.

23.   (Original) The system of claim 20 further comprising:

    third providing means for providing a second automated option during at least one of the first communication and the second communication.

24.   (Cancelled)

25.   (**Currently Amended**) A system comprising:

  a first ~~providing~~ module configured to provide an automated option via a first

    communication channel during first communication between a server and the first

    communication channel;

  a determining module configured to determine that a second communication between the

    server and a second communication channel is related to the first communication;

and

  a second ~~providing~~ module configured to ~~provide an automated suggestion to select~~

    <u>transmit a computer generated voice message to a telephone, wherein the</u>

    <u>computer generated voice message suggests selecting</u> the automated option,

    wherein the ~~automated suggestion is provided~~ <u>computer generated voice message</u>

    <u>is transmitted</u> via the second communication channel.

26.   (Original) The system of claim 25 further comprising:

  a first obtaining module configured to obtain a first identifier for first data related to the

    first communication;

  a second obtaining module configured to obtain a second identifier for second data

    related to the second communication;

  a using module configured to use at least one of the first data and the second data to

    perform an action during at least one of the first communication and the second

    communication if the first identifier and the second identifier are the same.

27.   (Original) The system of claim 26 further comprising:

  a third providing module configured to provide second information decoded from a

    diagnostic code, wherein

  at least one of the first data and the second data comprises the diagnostic code.

28.   (Original) The system of claim 26 further comprising:

  a third providing module configured to provide third data obtained using at least one of

    the first identifier and the second identifier.

29.   (**Cancelled**)

        Application No.: 10/734,911

30.   (Cancelled)

31.   (Currently Amended) A computer-readable medium that stores instructions, the
instructions comprising:

first ~~providing~~ instructions configured to provide an automated option via a first
communication channel during first communication between a server and the first
communication channel;

determining instructions configured to determine that a second communication between
the server and a second communication channel is related to the first
communication;

and

second ~~providing~~ instructions configured to provide ~~an automated suggestion to select~~ a
computer generated voice message to a telephone, wherein the computer
generated voice message suggests selecting the automated option, wherein the
~~automated suggestion~~ computer generated voice message is provided via the
second communication channel.

32.   (Currently Amended) The computer-readable medium of claim 31 ~~further comprising~~
wherein the instructions further comprise:

first obtaining instructions configured to obtain a first identifier for first data related to
the first communication;

second obtaining instructions configured to obtain a second identifier for second data
related to the second communication;

using instructions configured to use at least one of the first data and the second data to
perform an action during at least one of the first communication and the second
communication if the first identifier and the second identifier are the same.

33.   (Currently Amended) The computer-readable medium of claim 32 ~~further comprising~~ wherein the instructions further comprise:

      third providing instructions configured to provide second information decoded from a diagnostic code, wherein

      at least one of the first data and the second data comprises the diagnostic code.

34.   (Currently Amended) The computer-readable medium of claim 32 ~~further comprising~~ wherein the instructions further comprise:

      third providing instructions configured to provide third data obtained using at least one of the first identifier and the second identifier.

35.   (Cancelled)

36.   (Cancelled)

37.   (Currently Amended) A computer system comprising:

      a processor for executing instructions; and

      a memory to store the instructions, wherein the instructions comprise

      first ~~providing~~ instructions configured to provide an automated option via a first communication channel during first communication between a server and the first communication channel;

      determining instructions configured to determine that a second communication between the server and a second communication channel is related to the first communication;

and

      second ~~providing~~ instructions configured to provide ~~an automated suggestion to select~~ a computer generated voice message to a telephone, wherein the computer generated voice message suggests selecting the automated option, wherein the ~~automated suggestion~~ computer generated voice message is provided via the second communication channel.

Application No.: 10/734,911

38.   (Original) The computer system of claim 37 wherein the instructions further comprise:

first obtaining instructions configured to obtain a first identifier for first data related to the first communication;

second obtaining instructions configured to obtain a second identifier for second data related to the second communication;

using instructions configured to use at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication if the first identifier and the second identifier are the same.

39.   (Original) The computer system of claim 38 wherein the instructions further comprise:

third providing instructions configured to provide second information decoded from a diagnostic code, wherein

at least one of the first data and the second data comprises the diagnostic code.

40.   (Original) The computer system of claim 38 wherein the instructions further comprise:

third providing instructions configured to provide third data obtained using at least one of the first identifier and the second identifier.

41.   **(Cancelled)**

42.   **(Cancelled)**